



**DoD FOIA/PA
Conflict Resolution/Customer Relations
October 29, 2012
I.G. Brown Training and Education Center
Knoxville, TN**



AGENDA

8:00 a.m. – 4:00 p.m.

- Interest-based problem solving
 - Separate the people from the problem
 - Interests vs. positions
 - Generating options
- Understanding self and others
- Customer Relations
- Communication skills
 - Active listening
 - Questioning
 - Reframing
 - Mindful speaking/Email



**DoD FOIA/PA
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November 2, 2012
I.G. Brown Training and Education Center
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